

ATTENTION ALL TOPS SITES

SUBJECT: The ABCs of Interim Customer Satisfaction Surveys (ICSS)

Families First is the new DoD personal property shipping program scheduled for implementation on 01 October 2005. One of the improvements of the Families First is that it will incorporate best value shipment distribution, in addition to lowest cost, in the Transportation Service Provider (TSP) shipment allocation process. A key component of the best value shipment distribution is the Interim Customer Satisfaction Survey (ICSS).

The Surface Deployment and Distribution Command (SDDC) must capture customer survey data before the rollout of Families First in order to have information to evaluate TSPs. SDDC began collecting ICSS information in June 2004. The ICSS is the foundation of the Best Value Score (BVS), which is used to rank the TSPs and determine which TSPs will receive shipments in Families First. While the Families First program is not scheduled to start until October 2005, TSP performance data is required in advance to facilitate the program start. In order to assign a TSP a BVS score, SDDC needs a statistically valid number of surveys for that TSP. Without a statistically valid number of surveys, the TSP cannot move shipments in Families First. However, SDDC cannot administer the survey without accurate Service Member destination contact information.

Transportation Office (TO) participation in ICSS is NOT dependant on Phase I – CWA/PowerTrack rollout. ALL PPSOs and PPPOs, REGARDLESS of whether or not they are participating in Phase I – CWA/PowerTrack rollout, should be participating in the ICSS. The Personal Property PPPO/PPSO ICSS Instructions, dated 19 October 2004, contain more details about the ICSS rollout. These instructions are available once users access ETA for ICSS.

In order to make the Families First the best it can be, we ask that you pay special attention to the following items:

1. PPSO Counselors need to explain the importance of the ICSS to the Customer and instruct ALL Customers to complete the ICSS survey after their move.
2. PPSO Counselors need to capture destination email and phone numbers for all Customers.
3. PPSO Inbound Clerks need to capture destination email and phone numbers for all Customers when setting up delivery.

More detailed ICSS information is available at the following locations:

1. Instructions for creating an ETA user account are available on the SDDC Internet (<http://www.sddc.army.mil/>) at: Personal Property > Programs > Families First > “ETA Instructions to Access ICSS Reports”.

2. ICSS Report Instructions were sent out on 31 January 2005. These instructions are available once users access ETA for ICSS.
3. ICSS FAQs will be available soon on the SDDC Internet (<http://www.sddc.army.mil/>) at: Personal Property > Programs > Families First.

Thank you for your help. We look forward to a successful implementation of Families First!